

Enterprise Incident Report Dec 2010

As of 1/3/2011

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Workforce Services	2 0	1,128 473	15 1	1,145 474
Customer Company Total	2 0	1,128 473	15 1	1,145 474

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Workforce Services	2 0	1,128 108	15 0	1,145 108
Customer Company Total	2 0	1,128 108	15 0	1,145 108

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours			
	High	Low	Medium	ATTIR Total
Workforce Services	2 0.10	1,128 0.89	15 0.15	1,145 0.88
Customer Company Total	2 0.10	1,128 0.89	15 0.15	1,145 0.88

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Resolution			
	High	Low	Medium	MR Total
Workforce Services	2	1,128	15	1,145
	0	39	5	44
Customer Company Total	2	1,128	15	1,145
	0	39	5	44

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Workforce Services	2 0.21	1,128 1.64	15 4.57	1,145 1.68
Customer Company Total	2 0.21	1,128 1.64	15 4.57	1,145 1.68

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Detail

INC000000195924	Lynn Thomas	None	None	None		TIR Missed: No	TIR:	0.14
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.68
INC000000211847	Blake Bingham	Telecom	IP	Telephone		TIR Missed: No	TIR:	0.08
	Voice Operations	Pete Gall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000212228	Debbie Sheldon	Application	Error	None		TIR Missed: No	TIR:	0.85
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.85
INC000000213808	Judy Mattinson	Application	Error	Computerized Unemployment B		TIR Missed: Yes	TIR:	19.40
	Application Support - DBA	Neil Kodner	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	259.82
INC000000213977	Debbie Sheldon	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	3.97
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.97
INC000000216546	Jeudi Chav	Application	Error	None		TIR Missed: No	TIR:	0.54
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.56
INC000000216649	Lucy Guerrero	Application	Error	Content Manager		TIR Missed: No	TIR:	0.36
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000217321	Michele White-Milgate	Application	Reporting	Content Manager		TIR Missed: No	TIR:	0.41
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.20
INC000000217498	Melanie Ferron	Application	Error	Content Manager		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000217606	Donna Robles	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.58
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000221138	Lisa Butler	None	None	None		TIR Missed: Yes	TIR:	1.43
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.43
INC000000221265	Jefferson Barrett	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.36
INC000000222372	Jeana Whitlock	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Application Services	Ken Wheeler	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.22
INC000000222921	James Stavros	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.14
	Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.99
INC000000224156	Pam Malone	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	4.34
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.34
INC000000224438	Cindy Bertagnolli	Application	Error	None		TIR Missed: Yes	TIR:	34.88
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	35.20

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INC000000224751	Terry Demille Metro D North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.12
INC000000224755	Greg Gardner Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000224910	Clayton Cederlof Metro D North Desktop Support	Application Neil Smedley	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000225243	Jodi Hicks Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.28
INC000000225460	Christine Mayne Metro D North Desktop Support	Application Neil Smedley	Reporting Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000225630	Dennis Canning Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78
INC000000225634	Marion Eckersley Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	68.89 68.89
INC000000225654	Dennie Tsuya Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.60
INC000000225826	Michelle Toa Voice Operations	Telecom Gail Christiansen	IP Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.24 37.45
INC000000225963	Judy H Gardner Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	63.36 63.36
INC000000226261	Dereje Shawl Rural Central Desktop Support	PC/Laptop Colin Bodkin	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000226310	Cami Sandoval Metro A Help Desk	Remote Connectivity Cindy Schroeder	Performance Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000226513	Tim Early Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.48
INC000000226561	Robert Birkinshaw Application Support - Content Mana	Application Nate Olson	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 1.33
INC000000226656	Lisa D Dowling Metro D North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.89 5.27
INC000000226675	Teri Nolen Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.17 2.62
INC000000226694	Jennifer Orvin Application Support - PACMIS	Application Debbie Campbell	Error Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	172.11 172.11

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INC000000226719	Amantia Kempton Metro A Desktop Support	Network Nancy Hachmeister	Error Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.62
INC000000227018	Amanda Matravers Rural Central Desktop Support	Application Jay Barfuss	Password Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.51
INC000000227030	Dusty Burchett Metro A Help Desk	Application Ed Conrad	Error Workforce Services	VMware Workstation Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000227035	Laura Liddell Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227043	Jane Burt Metro D North Desktop Support	Network Kathleen Gill	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.30
INC000000227050	Theresa R Wheatley Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.78
INC000000227063	Diane Pfeifer Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.60
INC000000227074	Lindsey Fowers Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.93
INC000000227076	Michelle Viertel Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.66
INC000000227083	Brenda Johnson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227086	Julie Abrahamsen Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000227093	Ashley Davis Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227129	Lauren Barker Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227145	Scott Anderson Network Operations	Print/Copy/Scan/Fax Kelli Okumura	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.50
INC000000227146	Amy Lowe Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.37 8.37
INC000000227149	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227154	Lela King Rural South Desktop Support	PC/Laptop Lance Nay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000227158	Marcel Larsen Jones	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.38
INC000000227164	Cliftia Johnson	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000227165	Tanya Steffen	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.15
	Voice Operations	Annette Nielsen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.25
INC000000227166	Tim Davies	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.81
INC000000227170	Josie Martinez	Application	None	Acrobat Reader	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.35
INC000000227172	Raylyn Tucker	Application	None	None	TIR Missed: No	TIR: 0.93
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.93
INC000000227205	Kamron Dalton	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.02
INC000000227208	Jackie Bryant	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR: 0.09
	Application Support - CUBS	Clay Peacock	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.09
INC000000227225	Scott Anderson	None	None	None	TIR Missed: Yes	TIR: 1.05
	Mainframe Systems Support	Greg Shoop	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.06
INC000000227233	Mike Miller	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR: 0.55
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.74
INC000000227239	Rebecca Williams	PC/Laptop	Password	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.75
INC000000227245	Gabby Klawitter	Application	Error	Kofax ImageControls	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.33
INC000000227262	Dana Simper	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000227265	Dee Snowball	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.08
INC000000227275	Roseanna Bills	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.16
INC000000227278	Veronica M Valadez	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.82
INC000000227279	Darren Rogers	Network	None	None	TIR Missed: No	TIR: 0.16
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.16

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INC000000227294	Jamie Escobia Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000227299	Milton Olsen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000227303	Sue Ann Heino Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000227304	Raylyn Tucker Operations Production Control	Application Cal Brinton	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000227307	Bradley Salmond Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000227314	Roger Whitear Metro D North Desktop Support	Print/Copy/Scan/Fax Neil Smedley	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.60
INC000000227344	Debbie Stavros Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227355	Karen Larsen Rural Central Desktop Support	Network Rod Montoya	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.52
INC000000227363	Susan Quist Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227374	Jill Navidomskis Metro A Desktop Support	PC/Laptop Robert Wall	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 3.51
INC000000227391	Susan M White Metro A Desktop Support	PC/Laptop Wayne Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.82
INC000000227392	Amanda Matravars Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 1.52
INC000000227395	Remy Miller Metro D North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.99
INC000000227399	Heidi Torres Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.14 1.14
INC000000227410	Karen Conley Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227419	Robert Christensen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.26
INC000000227447	Amanda Matravars Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000227453	Marilyn Larsen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000227471	Traci Cahill	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227476	Lela King	Application	None	Microsoft Windows XP Professi		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227480	Lela King	Application	None	Microsoft Windows XP Professi		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227491	Malida Stram	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000227503	David Jensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227514	Ashley Davis	Application	Reporting	None		TIR Missed: No	TIR: 0.29
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.61
INC000000227526	Donna Ferrozzo	Application	Error	Action Request System		TIR Missed: No	TIR: 0.21
	Internal Application Development a	Beth Hendricks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.30
INC000000227527	Tracy Harris-Belnap	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227549	Susan Quist	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227551	Roseanna Bills	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000227602	Junie Anderson	Application	Error	Avaya IP Softphone		TIR Missed: Yes	TIR: 2.56
	Technical Lead/Project Manager	James Kammeyer	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 6.13
INC000000227604	Timothy Budd	None	None	None		TIR Missed: No	TIR: 0.42
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.43
INC000000227674	Bryce Mesa	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227676	Julie jensen	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227680	Cookie Chappell	Application	Error	Action Request System		TIR Missed: No	TIR: 0.56
	Internal Application Development a	Kathi Ercanbrack	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.62
INC000000227681	Kathryn Neibert	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.00

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INC000000227699	Brenda Turner Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.68
INC000000227702	Megan Pidduck Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Novell Client for 32-bit Windows Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000227705	Karen Quackenbush Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	Incident Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 1.43
INC000000227723	Brenda Johnson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Internet Explorer Low	Internet Explorer Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000227773	Helen Te'o Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Incident Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000227776	Patricia Oneil-Smith Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.27
INC000000227808	Susan Quist Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Content Manager Low	Content Manager Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.80
INC000000227866	Raylyn Tucker Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	None Workforce Services	None Low	None Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.88 1.88
INC000000227893	Jane Broadhead Metro A Desktop Support	Network Robert Wall	Incident Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.50
INC000000227908	Jane Burt Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Messenger Low	Novell Messenger Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000227918	Roberta Ivankovich Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	None Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000227948	Ashley Baker Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	None Workforce Services	None Low	None Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.00 1.00
INC000000227951	Sandy Goulden Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	None Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.95 1.95
INC000000227952	Clarence McBride Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Novell Client for 32-bit Windows Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000227964	Debra Shelley Metro A Help Desk	Application Ed Conrad	Password Workforce Services	eFIND/eSHARE Low	eFIND/eSHARE Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
INC000000227991	Penni Dehaan Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low	Utah Electronic Resource and E Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.39
INC000000227995	Debra Shelley Rural Central Desktop Support	Application Richard Packer	Error Workforce Services	Content Manager - Centralized I Low	Content Manager - Centralized I Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.42

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INC000000227999	Dennie Tsuya	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228000	Bonnie L Kelsey	Application	Error	Content Manager - Centralized I		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.35
INC000000228008	Dora Ward	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228015	Jacqueline Reeder	Application	None	Avaya IP Softphone		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228018	Fran Cannard	Telecom	IP	None		TIR Missed: No	TIR:	0.16
	Voice Operations	Pete Gall	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.37
INC000000228023	Stephanie Trappett	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.14
INC000000228041	Kristan Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228044	Clarence McBride	Application	Error	None		TIR Missed: No	TIR:	0.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.53
INC000000228052	June Conn-Solomon	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.19
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000228053	Fran Cannard	Telecom	IP	None		TIR Missed: No	TIR:	0.20
	Voice Operations	Pete Gall	Workforce Services	Medium	Closed	TTR Missed: No	TTR:	0.30
INC000000228069	J G Bronson	PC/Laptop	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.91
INC000000228086	Rene Christensen	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228106	Leisha Brown	Application	None	None		TIR Missed: No	TIR:	0.33
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000228116	Laureen Royle	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.57
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.57
INC000000228122	Lon Bowen	Application	Error	Utah Works		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228123	Jerry Norton	Application	Error	Utah Works		TIR Missed: No	TIR:	0.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.20
INC000000228139	Violet Tellez	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06

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INC000000228156	Lisa Weinmuller	Remote Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000228161	Steven Coray	Application	Error	None		TIR Missed: No	TIR: 0.31
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000228163	Bonnie Anderson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228168	Ann Barnson	None	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228169	Amy Rindlisbacher	Application	Error	None		TIR Missed: Yes	TIR: 9.76
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 9.81
INC000000228174	Ashley Baker	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 5.15
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.15
INC000000228177	Sandy Flores	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228179	Dora Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228211	Angela A Hansen	Application	Error	None		TIR Missed: Yes	TIR: 1.33
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.33
INC000000228273	Bryan Kessinger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228278	Cassandra Pickle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228287	Dana Knold	Application	Error	Contributions Automated Tax S		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.92
INC000000228303	Lesa Westfall	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228308	Fran Cannard	Telecom	Feature	None		TIR Missed: No	TIR: 0.21
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.55
INC000000228315	Tajana Fejic	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000228333	Chris Holman	Application	Reporting	Content Manager		TIR Missed: Yes	TIR: 1.30
	Rural South Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.27
INC000000228352	Samantha Spradling	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05

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INC000000228356	Christine Mayne Application Support - YODA	Application Blaine Campbell	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.55
INC000000228366	Brad V Bailey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000228375	Teresa Swensen Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.13
INC000000228377	Anne Chase Metro A Desktop Support	Application Susan Barker	Reporting Workforce Services	Adobe Acrobat 9.0 Pro Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.92 12.33
INC000000228379	Veronica M Valadez Rural South Desktop Support	Network Jeremy Standifird	Error Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.74
INC000000228420	Cecilia Giron Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228423	Bonnie L Kelsey Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228426	Cathy Swain Metro A Help Desk	Application Liz Evans	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228432	Joshua Hawkins Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Microsoft Windows XP Professi Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000228438	Pat Paulson Voice Operations	Telecom Annette Nielsen	Coverage Path Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.70
INC000000228440	Jenny Kehr Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228445	Clint Beebe Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.34 2.34
INC000000228455	Maria Nak Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02
INC000000228466	Melissa McBride Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228468	Elia Del Castillo Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000228473	Kathy Jensen Rural South Desktop Support	Print/Copy/Scan/Fax Lane Adams	Paper Jam Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228476	Bonnie L Kelsey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08

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INC000000228486	Debra Shelley Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000228496	Mary McConaughy Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.66 2.60
INC000000228500	Jacoy Richens Rural Central Desktop Support	Application Colin Bodkin	None Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.68
INC000000228512	Shelly Ivie Rural Central Desktop Support	None Colin Bodkin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000228515	Kelley R Meredith Application Support - UWOKS	Application Eric Strong	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 1.07
INC000000228524	Jacoy Richens Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228525	Timothy Budd Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228532	Andrea Sutton Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000228545	James McCoy Rural Central Desktop Support	Application Richard Packer	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000228563	Lori Calvert Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.37
INC000000228721	Sandy L Jensen Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000228745	Richard Moysh Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000228751	Jenny Hansen Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228757	Kelly Spafford Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228760	Norman Nakamura Metro A Desktop Support	PC/Laptop Robert Wall	Password Workforce Services	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 1.52
INC000000228763	Christi Seger Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000228783	Michelle Deprizio Voice Operations	Telecom Annette Nielsen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.40

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INC000000228793	Taylee Foulger	Telecom	IP	None		TIR Missed: No	TIR: 0.31
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.22
INC000000228798	Taylee Foulger	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.44
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.71
INC000000228799	Janet Romo	Application	Reporting	Avaya IP Softphone		TIR Missed: No	TIR: 0.24
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.05
INC000000228805	Richard Fairchild	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.15
INC000000228809	Michele White-Milgate	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	TIR: 0.10
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000228810	Kathryn Grover	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228816	Tolby Pot	Application	Error	Content Manager		TIR Missed: Yes	TIR: 1.06
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.06
INC000000228828	Vanna Chav	Application	Reporting	None		TIR Missed: No	TIR: 0.02
	Technical Lead/Project Manager	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.88
INC000000228832	Darla Roberts	Network	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.47
INC000000228837	Debra Schlund	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000228838	Lorie Davis	Application	None	PDF Complete		TIR Missed: No	TIR: 0.17
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000228848	June Conn-Solomon	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228854	Jodi Hicks	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000228858	Brian Thatcher	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.74
INC000000228860	Kathy Lahey	Application	Error	Content Manager		TIR Missed: No	TIR: 0.19
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.47
INC000000228865	Marilyn Wallis	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000228872	Brittney Hemingway	Application	Error	Utah Works		TIR Missed: No	TIR: 0.45
	Application Support - UWOKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45

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INC000000228874	Penni Dehaan Metro A Desktop Support	Network Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.14 1.14
INC000000228895	Janet Romo Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.01
INC000000228929	Peggy Mitchell Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228932	Lisa Butler Campus Networking	None David Sedei	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.44
INC000000228934	Diane Pfeifer Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.35 1.36
INC000000228937	Maria Berg Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228940	Lien Le Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.55 1.55
INC000000228944	Jeff Shockley Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.48
INC000000228962	Jennifer Doxey Metro A Help Desk	Remote Connectivity Liz Evans	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000228964	Daniel Felts Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000228965	J G Bronson Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228970	Karen Larsen Rural Central Desktop Support	PC/Laptop Rod Montoya	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000228973	Cynthia Barlow Metro A Desktop Support	Wireless Connectivity Rodney Austin	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.57
INC000000228981	Michael Barrett Application Services	Application Eva Cornish	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.78
INC000000228984	Shane Farr Help Desk	Telecom James Stearns	IP Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000229002	Alma Brotherson Metro A Desktop Support	PC/Laptop Rodney Austin	Password Workforce Services	Active Directory Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.12
INC000000229007	Erin North Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 1.24

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INC000000229036	Dana Parke	Application	None	Internet Explorer	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.33
INC000000229038	Lanelle Windley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.03
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000229071	Fran Cannard	Telecom	Call/Receive	None	TIR Missed: No	TIR: 0.32
Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000229073	Ler Wah	Application	Error	Utah Works	TIR Missed: No	TIR: 0.38
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.95
INC000000229090	Lorri Economy	None	None	None	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229100	Brie Lenhart	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.13
INC000000229116	Taylee Foulger	None	None	None	TIR Missed: No	TIR: 0.05
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000229157	Nycole Tylka	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229160	Brittney Hemingway	Application	Error	Utah Works	TIR Missed: Yes	TIR: 22.31
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 22.31
INC000000229175	Dennie Tsuya	Application	Error	None	TIR Missed: Yes	TIR: 11.28
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 11.28
INC000000229178	Deborah Servis	Application	Error	Contributions Automated Tax S	TIR Missed: Yes	TIR: 2.07
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.07
INC000000229179	Jennifer Owens	Network	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.21
INC000000229190	Stephanie Trappett	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000229195	Bryan Call	Application	Error	None	TIR Missed: Yes	TIR: 2.47
Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.47
INC000000229211	Carolyn Christensen	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.07
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000229230	Elizabeth Bailey-Durst	Application	Reporting	Microsoft Word	TIR Missed: Yes	TIR: 1.27
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.27
INC000000229245	Ashley Baker	None	None	None	TIR Missed: Yes	TIR: 1.05
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.06

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INC000000229250	Brook Mecham Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.45 1.45
INC000000229267	Paula Johns Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229273	Jason Bennington Metro D North Desktop Support	PC/Laptop Neil Smedley	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.17
INC000000229279	Nancy Potter Metro A Help Desk	PC/Laptop Liz Evans	Performance Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229290	Bonnie L Kelsey Metro A Hosting	Network Jeff Bartholomew	Performance Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 1.09
INC000000229301	Diane Pfeifer Application Support - Web Dev	Application Luke Arabasz	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.16 2.62
INC000000229312	Jolie Bevers Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229313	Mickey Tabor Metro A Desktop Support	Application Rodney Austin	Reporting Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 1.84
INC000000229315	Shunda Pope Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000229317	Sonja Sheffer Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000229335	Melissa Bracken Metro A Desktop Support	Application Rodney Austin	Reporting Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 1.47
INC000000229378	Elaine Jensen Rural South Desktop Support	Application Julie Christensen	Reporting Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000229386	Kathy Hansen Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229416	Diane Lovell Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.54
INC000000229419	Brooke Coster Metro A Hosting	Server Jeff Bartholomew	None Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
INC000000229463	Sarah Pickard Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.62
INC000000229465	Marilyn Wallis Rural Central Desktop Support	PC/Laptop Jay Barfuss	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05

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INC000000229493	Darla Roberts	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229505	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229511	Shunda Pope	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229522	Leslie Henderson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229530	Melissa Daymont	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229537	Veronica M Valadez	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229549	Kerry Torres	Application	Reporting	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.01
INC000000229551	Scott Jensen	Application	Error	None		TIR Missed: No	TIR: 0.46
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000229581	Juan Lucero	Application	Reporting	State Payroll Time Entry System		TIR Missed: No	TIR: 0.86
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.86
INC000000229587	Richard Moysh	Application	Error	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.53
INC000000229593	Vickie Larson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229623	Daisy Baker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.03
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000229634	Mary Ann Keefer	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000229639	Cliftia Johnson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000229643	Jeff Shockley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229649	Jaylyn Hatch	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.11
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.16
INC000000229652	Alison Beardall	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.09
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.33

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INC000000229654	Joe Edman	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.32
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000229666	Chuck Richardson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000229691	June Conn-Solomon	Application	Error	Computerized Unemployment B		TIR Missed: Yes	TIR:	2.77
	Application Support - UI Web	Gary Ray	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.77
INC000000229717	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000229726	Michelle Deprizio	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.66
INC000000229727	Nicola Stark	None	None	None		TIR Missed: No	TIR:	0.13
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000229756	Michael Banks	None	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.89
INC000000229761	Fran Cannard	Telecom	Dial Tone	None		TIR Missed: No	TIR:	0.37
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.55
INC000000229765	Jackie Williams	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.16
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	6.16
INC000000229768	Jennifer Meyer-Smart	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.66
INC000000229785	Brittney Safford	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000229786	Ryan Halstenrud	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000229794	Mayra Gomez	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000229804	Sisi Spitzenberg	Remote Connectivity	Error	None		TIR Missed: Yes	TIR:	1.28
	Voice/Data/WAN Services	Mitch Hood	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000229806	Kaylee Ashdown	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	5.49
INC000000229812	Linda Rothenberger	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229814	Dennie Tsuya	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000229816	Cindy Bertagnolli	Application	Error	None		TIR Missed: Yes	TIR:	1.24
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.24
INC000000229876	Vivian Olson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229888	Maria Berg	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000229894	Natalie Knudson	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229906	Ryan Halstenrud	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.08
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000229910	Doris Adams	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000229912	Amber Beck	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000229936	Diane Pfeifer	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229959	LeAnn Muranaka	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.58
INC000000229966	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229967	Nancy Durrant	Remote Connectivity	None	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.08
INC000000229968	Scott A Stephens	Application	None	Computerized Unemployment B		TIR Missed: No	TIR:	0.08
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	3.50
INC000000229974	Cindy Bertagnolli	Application	Error	None		TIR Missed: No	TIR:	0.70
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.70
INC000000229990	Amy Rindlisbacher	Application	Error	Utah Works		TIR Missed: Yes	TIR:	4.45
	Application Support - UWOKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR:	4.71
INC000000229996	Alan Pettersson	None	None	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.76
INC000000230019	Darren Fox	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.14
INC000000230033	Bret Lucas	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34

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INC000000230060	Greg Paras	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000230066	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000230074	Scott J Clark	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000230099	Shasta Rebol	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000230100	Helen Hadad	Application	None	None		TIR Missed: Yes	TIR:	97.85
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	97.85
INC000000230102	Anthony Baker	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.15
INC000000230103	Sheryl Nisely	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.36
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR:	7.24
INC000000230104	Evelyn Gonzales	PC/Laptop	None	None		TIR Missed: No	TIR:	0.31
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000230111	Rick Little	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000230119	Wendy Rosenthal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000230128	Tim Early	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000230129	Susan Taggart	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000230139	Shauna Vigil	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000230143	Debra Warrington	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000230144	Joy Majors	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000230146	Sharon Holmes	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	
INC000000230151	Barbara R Peterson	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	

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INC000000230153	Tammy Berrie Application Support - EREP IA	Application Jennifer Maynes	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000230155	Rachel Gleason Application Support - EREP IA	Application Jennifer Maynes	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000230157	Jamie Escobia Application Support - EREP IA	Application Jennifer Maynes	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000230159	Bonnie L Kelsey Application Support - EREP IA	Application None	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000230163	Juliana Smith Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000230165	Marta Polanco Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230173	Andrea Henderson Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230174	Loggins Merrill Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230176	Kenneth Martinez Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.63 7.69
INC000000230197	Stacy Anderson Metro B Help Desk	Application Val Shepherd	Reporting Workforce Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000230224	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230238	Michele White-Milgate Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230239	Linda Rothenberger Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000230269	Jared Fowers Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.74
INC000000230271	Jared Fowers Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.73
INC000000230272	Joyce Burningham Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230285	Olga Cooper Metro A Help Desk	Remote Connectivity Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07

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INC000000230286	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230289	Denis Paul Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230290	Cherice Bridges Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36
INC000000230292	Candace Hunter Metro A Help Desk	Remote Connectivity Liz Evans	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230305	Cecilia Giron Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230337	Laura Uitto Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230340	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230341	Judy Mattinson Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230378	Heidi Torres Application Support - Content Manag	Application Randall Ottesen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000230397	Candace Rockwell Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230402	Jolene Costigan Rural South Desktop Support	Print/Copy/Scan/Fax Doug Chaston	Error Code Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230419	Joan Norton Rural South Desktop Support	PC/Laptop Doug Chaston	Performance Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230432	Colleen Johnson Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230438	Marina Koker Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000230442	Joann Wetzell Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	14.42 14.42
INC000000230449	Karly Jessop Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230458	Laura Carter Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09

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INC000000230460	Cookie Chappell Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.09
INC000000230471	Leta Bailey Application Support - EFIND	Application Anhkim Le	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.77
INC000000230524	Raylyn Tucker Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000230535	Natalie Knudson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230553	Janet Jolley Rural Central Desktop Support	None Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.71
INC000000230559	Lorri Economy Rural South Desktop Support	None Scott Jesienouski	None Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 4.05
INC000000230571	Kathy Link Metro A Desktop Support	PC/Laptop Robert Wall	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 2.94
INC000000230572	Darci Burnett Metro A Desktop Support	PC/Laptop Robert Wall	Performance Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.88
INC000000230580	Thor Lee Metro A Desktop Support	Application Mike Wilde	Reporting Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000230586	Diane Nielsen Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Contributions Automated Tax S Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.24
INC000000230589	Mary Pannunzio Metro A Desktop Support	Print/Copy/Scan/Fax Tracy VanderVaart	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230597	Frances Curley Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230609	Stacy Anderson Rural South Desktop Support	Application Joel Finlinson	Error Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000230634	Veronica M Valadez Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.95
INC000000230645	Dena Nelson Voice Operations	Telecom Gail Christiansen	IP Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.25 26.14
INC000000230646	Trevor Earl Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000230647	Diana Lewis Metro A Help Desk	Application Ed Conrad	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.57

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INC000000230682	Dale Hutchings	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000230699	Vickie Bennett	Application	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.13
INC000000230701	Mary Lochner	Network	Incident	None	TIR Missed: No	TIR: 0.18
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.32
INC000000230705	Paul Dehaan	Server	None	None	TIR Missed: No	TIR: 0.82
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.82
INC000000230713	Paul Birkbeck	None	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.40
INC000000230718	Jolie Jacobsen	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.61
INC000000230720	Kathy Link	PC/Laptop	Password	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.36
INC000000230792	Scott Smith	Telecom	Call/Receive	None	TIR Missed: No	TIR: 0.11
	Voice Operations	Britany Finlay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.19
INC000000230796	Debbie Sheldon	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230817	Kristan Hall	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.04
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.04
INC000000230822	Chadwick Spencer	Application	Error	Utah Works	TIR Missed: No	TIR: 0.60
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.60
INC000000230835	Frances Curley	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230836	Giselle Jackson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230844	Amanda Matravers	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.06
INC000000230890	Michelle Viertel	Application	Reporting	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.09
INC000000230898	Brenda Duvall	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230914	Tim Mugridge	Application	Error	DWS Intranet	TIR Missed: No	TIR: 0.20
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.20

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INC000000230921	Brad Anderson	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.07
INC000000230924	Michelle Smith	Application	Reporting	eFIND/eSHARE	TIR Missed: No	TIR: 0.31
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.31
INC000000230945	Lenora Enoah	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230975	Sheila Sarten	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000231011	Curt Cooper	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 1.79
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	TTR: 5.63
INC000000231013	Michelle Viertel	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.07
INC000000231016	Brent Newren	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.04
INC000000231075	Marina Koker	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.12
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.12
INC000000231077	Matt Goms	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000231117	Jenny Hansen	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.30
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 3.08
INC000000231124	Darci Burnett	Application	Error	None	TIR Missed: No	TIR: 0.30
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.29
INC000000231125	Mary Ann Bird	Application	Reporting	None	TIR Missed: Yes	TIR: 3.96
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low Closed	TTR Missed: No	TTR: 3.96
INC000000231127	Kathryn Grover	Application	Reporting	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000231138	Katherine Thomas	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000231141	Dorothy Hall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.22
INC000000231167	Frank Trivino	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.23
INC000000231191	Kim Dinh-Nguyen	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.09

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INC000000231195	Sammy Batarseh	Telecom	Dial Tone	None		TIR Missed: No	TIR:	0.11
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000231207	Candace Hunter	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000231210	Helen Sawyer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000231221	Jill Navidomskis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.53
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000231238	Karla Aguirre	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000231240	Ashley Baker	Application	Error	None		TIR Missed: Yes	TIR:	1.74
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.74
INC000000231241	Gail Nelson Stokes	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000231262	Cynthia Barlow	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000231269	Forest Turner	Network	Error	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000231271	Forest Turner	Application	None	Microsoft Word		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000231274	David Jensen	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000231292	Joseph Knudson	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.06
	Voice Operations	Annette Nielsen	Workforce Services	High	Closed	TTR Missed: No	TTR:	0.30
INC000000231294	Lisa Weinmuller	Remote Connectivity	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000231325	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR:	
INC000000231334	Christine Mayne	Application	Error	None		TIR Missed: No	TIR:	0.64
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.64
INC000000231375	Dawn Lay	Application	Error	None		TIR Missed: No	TIR:	0.32
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000231388	Christine Mayne	Application	Error	None		TIR Missed: No	TIR:	0.44
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44

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INC000000231395	Pam Malone Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	Incident Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.27
INC000000231398	Susana Rollins Metro A Help Desk	Application Liz Evans	Error Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.54
INC000000231405	Kris Bradley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231421	Lisa Ward Metro D North Desktop Support	Application Kelly Warren	Reporting Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.32 1.42
INC000000231452	Brad Kelstrom Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000231489	Wendy Macis Metro D North Desktop Support	Application Neil Smedley	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231495	Kamron Dalton Metro A Desktop Support	Application Rodney Austin	Reporting Workforce Services	Contributions Automated Tax S Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.66
INC000000231519	Kathy Jensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231526	Isabel Souza Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.49
INC000000231531	Vanessa Lindquist Voice Operations	Telecom Lois Schow	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.19
INC000000231537	Jean Sykes Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 0.86
INC000000231561	Lien Ly Metro A Help Desk	Application Liz Evans	Error Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000231566	Jocelyn Griffin Rural Central Desktop Support	PC/Laptop Richard Packer	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.69
INC000000231568	Pamela Werner Metro D North Desktop Support	Application Don Higgs	Reporting Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.91 1.39
INC000000231587	Selma Meono Help Desk	Application Vicky Marrelli	Password Workforce Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000231594	Phay Panh Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231595	Jill Navidomskis Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.83

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INC000000231601	Koral Vasquez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231603	Koral Vasquez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231605	Pam Larsen	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231606	Jennifer Reynolds	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231616	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231618	Prisca Hegngi	PC/Laptop	None	None		TIR Missed: Yes	TIR: 3.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.01
INC000000231676	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231686	Kathryn Grover	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231690	Karin Allen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231714	Karen Hess	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231729	Helen Shumway	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231753	Mark Evans	Server	None	None		TIR Missed: No	TIR: 0.30
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000231767	Sherry Stevens	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231775	Peggy Hammer	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231786	Marilyn Draper	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kelly Warren	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000231796	Vicki J Jensen	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231797	Karla Aguirre	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000231798	Karla Aguirre	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231799	Karla Aguirre	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231800	Barbara R Peterson	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231803	Karla Aguirre	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231805	Karla Aguirre	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231809	Dave Herrera	Application	None	Novell GroupWise 32-bit Window		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231823	Juri Strong	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231828	Michele White-Milgate	Application	Password	Content Manager		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231836	Megan Shaw	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231848	Ryan C Johnson	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP IA	Susan Green	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231859	Weston Miller	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231906	Vickie Bennett	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231930	Barbara Hollister	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231963	Leilani Palmer	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.25
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 7.52
INC000000231969	Debra Slotboom	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000231973	Colleen Jamison	Remote Connectivity	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000231996	Tanner Jensen	Network	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000231997	Heidi Hammer Metro A Desktop Support	PC/Laptop Rodney Austin	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.55
INC000000232014	Phay Panh Voice Operations	Telecom Kelly Johnson	Call/Receive Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.50
INC000000232018	Phay Panh Voice Operations	Telecom Kelly Johnson	Dial Tone Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.47
INC000000232023	Phay Panh Voice Operations	Telecom Kelly Johnson	Dial Tone Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.45
INC000000232025	Phay Panh Voice Operations	Telecom Kelly Johnson	Dial Tone Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.43
INC000000232033	Jeana Whitlock Metro A Desktop Support	Network Robert Wall	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.67
INC000000232034	Janet Butterfield Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232039	Randi Bell Voice Operations	Telecom Annette Nielsen	Dial Tone Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.99
INC000000232041	Rebecca D Anderson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000232068	Amantia Kempton Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232074	Victoria Solares Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232079	Jodi Hicks Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232084	Melissa Romero-McKean Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.50 1.50
INC000000232094	Leslie Henderson Metro A Desktop Support	PC/Laptop Rodney Austin	Virus Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 3.13
INC000000232099	Jeana Whitlock Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000232105	June Bradfield Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.09 2.61
INC000000232110	Terry Demille Metro D North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.68 1.68

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INC000000232116	Tonya Grant Metro A Desktop Support	PC/Laptop Mike Wilde	Password Workforce Services	Microsoft Windows XP Professi Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 0.97
INC000000232129	Candace Rockwell Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232141	Victoria Solares Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232142	Rachel Gehring Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232144	Gachi Guet Application Support - UWOKS	Application Eric Strong	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.79
INC000000232173	Dominka Hajnova Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232185	Carol Guymon Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000232199	Janet Deane Metro A Help Desk	Network Liz Evans	Incident Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000232217	Maugasola Tua Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232227	Bridgit Wekluk Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232231	Jolie Bevers Metro A Desktop Support	Remote Connectivity Robert Wall	Error Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.21 4.68
INC000000232260	Ashley Baker Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
INC000000232268	Debra Nordfelt Metro D North Desktop Support	Application Neil Smedley	Error Workforce Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36
INC000000232271	Denise Pierson Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Avaya IP Softphone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232282	Brie Lenhart Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.40
INC000000232329	Pamela Werner Metro D North Desktop Support	PC/Laptop Don Higgs	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232334	Kimberly Rankin Metro D North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000232336	Felicia Kinder	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.11
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR: 15.23
INC000000232336	Felicia Kinder	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.00
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR: 15.23
INC000000232341	Felicia Kinder	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.25
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR: 15.48
INC000000232341	Felicia Kinder	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.00
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: Yes	TTR: 15.48
INC000000232370	Joanne Olson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000232371	Kay Canterbury	Server	None	Utah Works		TIR Missed: No	TIR: 0.14
	Metro A Hosting	Jeff Bartholomew	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.14
INC000000232381	Brian Smith	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000232382	Diana Lewis	Application	Password	Content Manager		TIR Missed: No	TIR: 0.09
	Application Support - Content Mana	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.48
INC000000232397	Sharen Welsh	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.26
INC000000232452	Yvonne Krause	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000232461	Lee Odekirk	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.63
INC000000232465	Paul Birkbeck	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.04
INC000000232481	Pokhui H Walters	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000232512	Grazyna Janeczko	Print/Copy/Scan/Fax	Incident	Novell GroupWise		TIR Missed: Yes	TIR: 1.48
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.15
INC000000232516	Dawn Nelson	Remote Connectivity	Performance	Microsoft Terminal Server Client		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000232526	Lori Groves	Application	Reporting	Contributions Automated Tax Sy		TIR Missed: Yes	TIR: 1.06
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.25
INC000000232539	Kathryn Grover	Application	Error	DWS Intranet		TIR Missed: No	TIR: 0.84
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.85

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INC000000232556	Paula Story	Application	Error	Utah Works		TIR Missed: No	TIR:	0.41
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000232571	Lindsey Mattinson	Application	Error	Utah Works		TIR Missed: No	TIR:	0.82
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.82
INC000000232611	Jeff Godfrey	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.40
INC000000232638	Yalonda House	Application	Error	Contributions Automated Tax S		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	1.41
INC000000232644	Dorothy Hall	Network	Incident	None		TIR Missed: No	TIR:	0.12
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000232648	Melody Harkwright	Application	Error	None		TIR Missed: No	TIR:	0.48
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.48
INC000000232651	Lori Calvert	Application	Password	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000232662	Chris S Allen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232689	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232692	Debra Nordfelt	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232718	Richard Moysh	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000232751	Cynthia McDaniel	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232756	Marcel Larsen Jones	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000232760	Gary C Williams	Application	Error	Human Resource Enterprise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232765	Richard Donegan	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232767	Weston Miller	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.08
	Voice Operations	Annette Nielsen	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000232787	Tricia Cox	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR:	0.34

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INC000000232801	Vilma Flores	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232803	Brian Smith	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232804	Jennifer Buonocore	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232805	Nancy Galt	Telecom	None	None	TIR Missed: No	TIR: 0.30
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.32
INC000000232827	Melissa Bracken	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.27
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.55
INC000000232834	Dirk Dopp	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232838	Leslie Johnston	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232841	Betty J Cox	Application	Password	Novell Messenger	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232848	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232866	Lori Giacoletto	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232889	Betty J Cox	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232896	Marlene Seedall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232922	Josie Clark	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.31
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.06
INC000000232923	Stephen Nebeker	Application	Error	Utah Works	TIR Missed: No	TIR: 0.39
	Application Support - UWOKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.39
INC000000232939	Ashley Baker	Application	Error	Content Manager	TIR Missed: Yes	TIR: 1.04
	Application Support - Content Man	Nate Olson	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.04
INC000000232947	Jill Navidomskis	Network	Password	None	TIR Missed: No	TIR: 0.76
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.81
INC000000233010	Donna Robles	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000233014	Lora Wirthlin Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233017	Cookie Chappell Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.16
INC000000233029	James Stavros Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Avaya CentreVu Supervisor Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.77
INC000000233043	Teresa Meyer Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000233045	Melissa Daymont Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000233059	Michelle Beebe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233062	Mary Ann Bird Help Desk	Application Eileen Dubach	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000233063	Diane Pfeifer Metro A Desktop Support	Print/Copy/Scan/Fax Wayne Higgs	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 2.03
INC000000233089	Gail Boyd Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233108	Felecia Maxfield Metro A Desktop Support	Network Rodney Austin	Incident Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.78
INC000000233118	Doris Adams Rural Central Desktop Support	Application Richard Packer	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000233132	Robert Chambers Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	55.66 55.66
INC000000233154	Jackie Bryant Application Support - CUBS	Application Clay Peacock	Error Workforce Services	DWS Web Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.71 2.71
INC000000233160	Mayra Gomez Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233175	Anel Martinez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233176	Colleen Johnson Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000233183	Paul Johnston Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000233213	Robert Christensen Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233215	Rebecca Farnsworth Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233218	Paula Story Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.68 3.68
INC000000233224	Matthew Larson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233233	Grazyna Janeczko Metro A Desktop Support	Application Rodney Austin	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.58
INC000000233246	Angi Nielsen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000233247	Randy Hopkins Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233255	Randy Hopkins Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233274	Helen Hadad Rural Central Desktop Support	Application Troy Morris	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 0.96
INC000000233275	Julie Beagley Metro A Help Desk	Remote Connectivity Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.24
INC000000233281	Matthew Larson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233283	Susan Etzel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233288	Ann Barnson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233296	Jennifer Meyer-Smart Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Microsoft Visio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233309	Kendra Prince Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000233317	Timothy Budd Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233323	Rebecca Williams Metro A Desktop Support	PC/Laptop Rodney Austin	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 1.36

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INC000000233333	Kristen Floyd	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233337	Melauni Jensen	Telecom	CrossTalk/Noise/Static	None		TIR Missed: No	TIR: 0.31
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000233351	Derrek Larson	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233357	Matthew Larson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233368	Jared Price	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.19
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.19
INC000000233379	Susan Weaver-Levet	Remote Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233402	Steven Maughan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233405	Clay Martin	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.10
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000233410	Karen Quackenbush	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.81
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.81
INC000000233424	Karen Quackenbush	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.69
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.69
INC000000233453	Gabby Klawitter	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000233479	Evelyn Gonzales	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.30
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.30
INC000000233497	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233502	Terrie Bouck	Application	Reporting	Microsoft Windows 7		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.88
INC000000233507	Janean Justham	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233531	Michelle Viertel	Application	Error	None		TIR Missed: Yes	TIR: 3.93
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.93
INC000000233544	Heather Kelsey	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.29

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INC000000233546	Felicia Kinder	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.23
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.23
INC000000233557	John Olson	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.85
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.13
INC000000233563	Rene Meza	PC/Laptop	Performance	None		TIR Missed: Yes	TIR: 1.19
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.19
INC000000233569	Eric Wahlquist	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.17
INC000000233574	Dana Knold	Application	Error	None		TIR Missed: No	TIR: 0.68
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.95
INC000000233583	Kathy Kirby	Application	Password	Business Intelligence Tool		TIR Missed: No	TIR: 0.71
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.41
INC000000233590	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233603	Dallin Rempp	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233606	Michael Parker	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233633	Natalie Henderson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.70
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.76
INC000000233635	Natalie Henderson	Application	Error	Contributions Automated Tax S		TIR Missed: No	TIR: 0.85
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.75
INC000000233645	Jeri Uresk	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000233657	Pattie Maw	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233661	Denis Paul	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233666	Natalie Hendrickson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000233692	Mike Miller	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.37
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.37
INC000000233727	Kerry Torres	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000233732	Anna Rodriguez Metro A Desktop Support	Network Wayne Higgs	Incident Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000233740	John Pace Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.89 3.11
INC000000233742	Jeremy Robinson Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233745	Natalie Baird Metro A Help Desk	Application Liz Evans	Error Workforce Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233757	Rene Meza Metro D North Desktop Support	Application Don Higgs	Error Workforce Services	Utah Works Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.50
INC000000233790	Connie Dumas Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Paper Jam Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.94
INC000000233796	Maynee Vongphamany Metro A Desktop Support	Network Wayne Higgs	Incident Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.50
INC000000233805	Trudi B Nelson Desktop Services Management	None Jim Howard	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233807	Brad V Bailey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.44
INC000000233810	Shelly Riggs Metro A Help Desk	Network Liz Evans	Incident Workforce Services	ZENworks for Desktops Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233812	Kathy Franson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.43
INC000000233836	Jacoy Richens Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.87
INC000000233838	Peggy Killian Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000233852	Diane Zylks Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233864	Brenda Martin Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000233870	Dean Dickerson Rural Central Desktop Support	None Troy Morris	None Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000233885	Lisa Vongthongchit Application Support - UWOKS	Application Eric Strong	Error Workforce Services	Utah Works Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53

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INC000000233892	Lance Olsen	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.08
INC000000233896	Ranee Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.26
INC000000233911	Colby Barton	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR:	5.11
INC000000233940	Becky Fisher	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.13
INC000000233974	Deann Cardon	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.04
INC000000233983	Anna Bettis	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.16
INC000000233999	Cindy Cutshall	Application	Error	DWS Intranet	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.15
INC000000234001	Phay Panh	None	None	None	TIR Missed: No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000234014	Teri Brinkerhoff	Application	Error	eFIND/eSHARE	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.21
INC000000234016	Julie Anderson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR:	
INC000000234038	Taylee Foulger	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.19
INC000000234052	June Conn-Solomon	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000234060	Leyla Escobar	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.04
INC000000234067	Bret Lucas	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR:	1.22
INC000000234077	Matt Garrett	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00
INC000000234078	Carrie Peterson	None	None	None	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR:	1.16
INC000000234082	Steven Maughan	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	TTR:	0.00

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INC000000234085	Paul Birkbeck Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234087	Kathy Jensen Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234090	Kathy Jensen Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234092	Kathy Jensen Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234093	Kathy Jensen Rural South Desktop Support	Application Lane Adams	None Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234113	Kendra Prince Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000234114	Doris Adams Rural Central Desktop Support	Application Richard Packer	Error Workforce Services	Utah Works Web Site Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.83
INC000000234129	Timothy Budd Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	27.52 27.52
INC000000234145	Debbie Torres Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234220	Loraine Martin Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000234239	Roberta Ivankovich Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234250	Maria Torres Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.94 3.14
INC000000234347	Dorothy Williams Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.20 3.20
INC000000234351	Cindy Bertagnolli Metro A Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.70 6.78
INC000000234360	Paul Johnston Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234365	Erin Hathaway Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234373	Elizabeth Thorpe Application Support - EFIND	Application Anhkim Le	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.52

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INC000000234376	Kristine Larson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000234393	Kathy Hansen Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234401	My Tran Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234425	Julia Story Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234441	Leslie Judd Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234451	Andrea Henderson Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.37
INC000000234453	Nicole Kerwood Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000234480	John Paul Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234481	John Paul Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234483	Phay Panh Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234484	Phay Panh Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234496	Heidi Torres Application Support - Content Manag	Application Randall Ottesen	Error Workforce Services	Kofax ImageControls Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
INC000000234511	Ying Huynh Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.21
INC000000234513	Karen Shepherd Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234515	Candice Goodwin Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000234520	Gary Newren Application Services	Application Martin Gonzalez	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 3.14
INC000000234526	Becky Williams Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000234544	Wayne Fillmore	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Lois Schow	Workforce Services	High	Closed	TTR Missed: No	TTR: 0.13
INC000000234546	Cory Pearson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000234552	Becky Coats	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.05
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.78
INC000000234554	Celia Ferrell	Network	Incident	None		TIR Missed: Yes	TIR: 1.16
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.16
INC000000234591	Carolyn Rowland	Application	Error	Content Manager		TIR Missed: No	TIR: 0.58
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.60
INC000000234594	Paul Wright	Application	Reporting	None		TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000234600	Penny Stevens	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.55
INC000000234605	Siupeli Vainuku	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000234608	Candace Rockwell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.50
INC000000234609	Agnes Lomu	Application	Error	Utah Works		TIR Missed: Yes	TIR: 2.19
	Application Support - UWORKS	Troy Robison	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.19
INC000000234617	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234620	Kelley R Meredith	Application	Password	Utah Works		TIR Missed: Yes	TIR: 11.02
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 12.13
INC000000234628	Geoffrey Landward	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234670	Linh Tran	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234671	Gavin Mangelson	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.66
INC000000234692	Jolyn Hunting	Telecom	IP	None		TIR Missed: No	TIR: 0.49
	Voice Operations	Pete Gall	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.64
INC000000234698	Cindy Adams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000234712	Maya Rizal Metro A Desktop Support	Application Wayne Higgs	Password Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000234716	Janet Howes Rural South Desktop Support	Application Scott Jesienouski	Reporting Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.37 1.37
INC000000234717	Jacqueline Gene Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager - Centralized I Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.61
INC000000234749	Veronica Wian Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Virus Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.71
INC000000234762	Sanjin Mackovic Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234766	Randy Hopkins Metro D North Desktop Support	None Ruston McKay	None Workforce Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.52
INC000000234767	Edina Cesko-Wilson Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234772	Miguel Gonzalez Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234774	Gilda Castillo Network Operations	Application Kelli Okumura	Error Workforce Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.22
INC000000234790	LaDawn McPherson Rural Central Desktop Support	PC/Laptop Richard Packer	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000234795	Sherra Lynn Westover Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000234796	Laurie Ocobock Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000234796	Laurie Ocobock Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000234818	Tricia Cox Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.00
INC000000234819	Scott Hawkes Metro D North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53
INC000000234835	Laurie Ocobock Rural Central Desktop Support	Print/Copy/Scan/Fax Richard Packer	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.73
INC000000234837	Gilda Castillo Metro D North Desktop Support	None Ruston McKay	None Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.32

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INC000000234838	Sherra Lynn Westover	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.74
INC000000234841	Robert Chambers	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234845	Andrew Smart	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234849	Heather Loertscher	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.73
INC000000234868	Melisa Stark	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.42
INC000000234869	Gilda Castillo	None	None	Utah Works		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.70
INC000000234883	Ashley Baker	Application	Error	Content Manager		TIR Missed: No	TIR: 0.16
	Application Support - Content Manager	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000234885	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234905	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234906	Diane Pfeifer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234920	Scott Johnson	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000234925	Karen Larsen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000234926	Steven Smith	Application	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000234927	Laureen Royle	Application	Error	Utah Works		TIR Missed: Yes	TIR: 6.78
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 6.86
INC000000234956	Andrea Carroll	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kathleen Gill	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234982	Janet Howes	Application	Error	Utah Works		TIR Missed: Yes	TIR: 5.56
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.56
INC000000234998	Tricia Mecham	Wireless Connectivity	None	None		TIR Missed: No	TIR: 0.11
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.74

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INC000000235011	Terresa L Graham Metro A Help Desk	Remote Connectivity Liz Evans	Performance Workforce Services	Microsoft Terminal Server Client Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000235026	Karin Allen Metro D North Desktop Support	Print/Copy/Scan/Fax Kathleen Gill	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000235030	Tim Mugridge Rural South Desktop Support	Network Meladye Shively	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.44
INC000000235032	Joe Nahas Metro A Desktop Support	Application Robert Wall	Reporting Workforce Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	TIR: 0.89 TTR: 1.37
INC000000235035	Julie Anderson Metro D North Desktop Support	None Kathleen Gill	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000235037	Junie Anderson Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.48 TTR: 1.94
INC000000235074	Katrina Evans Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.05
INC000000235084	Carrie Peterson Metro D North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.26
INC000000235095	Sariah Roberts Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.63
INC000000235129	Janet Jolley Voice Operations	Telecom Pete Gall	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.56 TTR: 0.56
INC000000235133	Carmen Bowles Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.03
INC000000235134	William Tenney Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
INC000000235139	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000235154	Wendy Rosenthal Rural South Desktop Support	Application Scott Jesienouski	Password Workforce Services	DWS Intranet Low	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 0.10
INC000000235165	Bonnie L Kelsey Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000235166	Twila Anderson Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000235168	Cindy Bertagnolli Application Support - Content Management	Application Randall Ottesen	Error Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	TIR: 0.25 TTR: 0.25

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INC000000235170	Cathy Bell	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000235186	Randy Hopkins	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000235187	Scott Hawkes	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000235189	Matthew Larson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000235200	Lea Betty	Application	Error	Java Platform SE		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000235201	Kevin Goldthorpe	Application	Error	Java Platform SE		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000235210	Lyndie Degraw	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.75
INC000000235214	Jennika Sheldon	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000235309	Esther Lopez	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235316	Victoria Solares	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235324	Mary Hualde	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000235327	Ying Huynh	Application	Reporting	None		TIR Missed: No	TIR: 0.89
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.90
INC000000235332	Roman Rubalcava	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235335	Barbara Larsen	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000235337	Troy Evans	PC/Laptop	Virus	None		TIR Missed: No	TIR: 0.67
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.27
INC000000235339	Heidi Torres	Application	Error	Kofax ImageControls		TIR Missed: No	TIR: 0.10
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.32
INC000000235346	Joann Wetzell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.02
	Metro B Desktop Support	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02

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INC000000235356	Renae Christman Metro A Help Desk	Application Liz Evans	Password Workforce Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235362	Ying Huynh Help Desk	Telecom Vicky Marrelli	Voice Mail Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000235365	Paula Bowen Metro A Desktop Support	Application Robert Wall	Password Workforce Services	Computerized Unemployment B Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 1.73
INC000000235369	Bret Pope Rural Central Desktop Support	PC/Laptop Richard Packer	Hardware Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
INC000000235381	Stephen Nebeker Help Desk	Telecom Vicky Marrelli	Coverage Path Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000235393	Roberta Ivankovich Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235403	Marina Koker Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235413	Melisa Stark Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	None Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.10 1.64
INC000000235418	Jane Broadhead Metro A Desktop Support	Network Robert Wall	Error Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.85
INC000000235422	David Anthony Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	Microsoft Windows XP Professi Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.13
INC000000235438	Lynda R Myore Rural Central Desktop Support	Print/Copy/Scan/Fax Colin Bodkin	Error Code Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000235452	Gerald Brown Metro A Desktop Support	PC/Laptop Robert Wall	Performance Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 3.33
INC000000235455	Lane London Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235463	Timothy Budd Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell Messenger Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235477	Gary Newren Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	Internet Explorer Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.18
INC000000235480	Gary Newren Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	Adobe Flash Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.15
INC000000235505	Paul Dehaan Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000235537	Sallie Muir	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.26
INC000000235541	Matthew Larsen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.20
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000235553	Lynda Bonner	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000235562	Gloria Jensen	Application	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000235581	William Greer	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.69
INC000000235585	Lien Ly	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR:	0.29
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000235610	June Conn-Solomon	None	None	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000235614	Karen Quackenbush	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	2.99
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.01
INC000000235628	Ying Huynh	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	1.30
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.30
INC000000235629	Denise Iverson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.60
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.60
INC000000235676	Jamie Escobia	Application	Error	Utah Works		TIR Missed: Yes	TIR:	6.49
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	6.49
INC000000235679	Bryan Kessinger	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000235684	Marilyn Larsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Colin Bodkin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000235688	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000235699	Teresa Swensen	Network	Virus	None		TIR Missed: No	TIR:	0.06
	Metro A Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000235700	Kevin Burt	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000235719	Cindy Bertagnolli	Application	Error	Kofax ImageControls		TIR Missed: No	TIR:	0.10
	Application Support - Content Management	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.53

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INC000000235720	Jolene Costigan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235725	Jolene Costigan	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235729	Jolene Costigan	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235737	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235749	Margo Weeks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235753	Terrie Bouck	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.45
INC000000235757	David Cote	Application	Password	Remedy Service Request Mana		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.36
INC000000235760	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235766	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235775	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235779	Patricia Torres	Application	Error	Kofax ImageControls		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000235787	Kathleen Haile	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235803	Megan Shaw	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.61
	Application Support - EFIND	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.61
INC000000235812	Kathy Link	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235813	Lisa C Peterson	None	None	None		TIR Missed: No	TIR: 0.55
	Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.55
INC000000235819	Raylyn Tucker	Application	Error	Kofax ImageControls		TIR Missed: No	TIR: 0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000235834	Stephanie Trappett	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.33

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INC000000235836	Paul Birkbeck Metro D North Desktop Support	Network Kim Ratuszniak	Performance Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000235838	Patti Sellers Application Support - UWORKS	Application Eric Strong	Reporting Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.45 8.45
INC000000235839	Charlie Phim Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Mozilla Firefox Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235856	Jackie Bryant Application Support - CUBS	Application Clay Peacock	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.18 5.18
INC000000235862	Kelley R Meredith Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.45
INC000000235863	Happi Hansen Application Support - EREP IA	Application None	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000235888	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235896	Veronica M Valadez Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235915	Paula Bowen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235934	Cindy Adams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235940	Randi Bell Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000235959	Diane Pfeifer Metro A Desktop Support	PC/Laptop Mike Beynon	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000235968	Amber Johnston Metro A Help Desk	Wireless Connectivity Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
INC000000235970	Gloria Jensen Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53
INC000000235974	June Conn-Solomon Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.40 6.40
INC000000235978	Andrea Henderson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235983	Tom Woodland Voice Operations	Telecom Annette Nielsen	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.21

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INC000000235987	Candace Hunter Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.23
INC000000236009	Jason Tolbert Rural Central Desktop Support	Application Colin Bodkin	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000236018	Vickie Tiley Operations Production Control	None Duane Hardy	None Workforce Services	None Medium	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236034	Josh Gregersen Application Support - Data Warehouse	None Trent Ady	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000236040	Shannon Charlson Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000236056	Shannon Charlson Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236085	Janos Carpenter Rural Central Desktop Support	Application Richard Packer	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.74
INC000000236094	Shannon Charlson Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.82
INC000000236097	Sandy L Jensen Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Content Manager - Centralized I Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.97
INC000000236137	Nancy Robison Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Financial Information Network Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000236147	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236150	Cindy Adams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236154	Brandi Gunnell Rural South Desktop Support	PC/Laptop Lane Adams	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236157	Vilma Flores Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236165	Vilma Flores Application Support - EFIND	Application Anhkim Le	Error Workforce Services	eFIND/eSHARE Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000236175	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236181	LaDawn McPherson Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Capture Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000236186	Edina Cesko-Wilson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236188	Nancy Durrant	Remote Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000236194	David Cote	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236204	Amantia Kempton	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236215	Linetta Moyes	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236216	Katie Hanway	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.15
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000236227	Heather Knowlton	Application	Error	Utah Works		TIR Missed: No	TIR: 0.30
	Application Support - UWOKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.30
INC000000236236	Kimberly Day	Telecom	Call Management	Telephone		TIR Missed: No	TIR: 0.21
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.94
INC000000236250	Kimberly Day	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.69
INC000000236257	Kaye Stewart	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.89
INC000000236269	Kim Raddon	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.25
INC000000236286	Terresa L Graham	Remote Connectivity	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236305	William Campbell	Application	Error	Utah Works		TIR Missed: Yes	TIR: 9.22
	Application Support - UWOKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 9.22
INC000000236310	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236312	Derrek Larson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.10
INC000000236322	Levi Jones	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.06
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000236329	Diane Hunter	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000236381	Victoria Brush	Application	Error	Content Manager	TIR Missed: Yes	TIR: 1.95
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	TTR: 3.32
INC000000236417	Jenny Kehr	Application	Error	Utah Works	TIR Missed: No	TIR: 0.19
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.19
INC000000236425	Steven Smith	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236431	Cindy Bertagnolli	Application	Error	DWS Capture	TIR Missed: No	TIR: 0.08
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.36
INC000000236443	Tim Mugridge	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.62
INC000000236444	Mike Miller	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236450	Terry Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236451	Gina Stavros	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236453	Audrey M Curtis	Application	Password	eFIND/eSHARE	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.13
INC000000236454	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236459	Samantha Moseley	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236460	Samantha Moseley	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236461	Samantha Moseley	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236462	Paula Lange	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236463	Veronica M Valadez	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.50
INC000000236465	Rachelle Rypien-Walker	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000236476	Diane Hunter	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR: 0.35
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.58

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INC000000236499	Jane Randquist Application Support - PACMIS	Application Debbie Campbell	Error Workforce Services	Public Assistance Case Manage Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	37.68 37.68
INC000000236506	Raylyn Tucker Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000236523	Diane Lovell Metro A Help Desk	Mobile Devices Cindy Schroeder	Error Workforce Services	BlackBerry Configuration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000236536	Shirley Hilton Metro D North Desktop Support	Print/Copy/Scan/Fax Neil Smedley	Error Code Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000236538	Valerie Seidel Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000236545	CindaLee Hall Metro A Hosting	Application Tom Carney	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.68
INC000000236564	Susan Kirby Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000236569	Ann Durrant Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000236591	Tiffany Whitney Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000236594	Nikolene Bradbury Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236599	Olga Matviyenko Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000236606	Matthew Larson Metro A Help Desk	Mobile Devices Cindy Schroeder	Error Workforce Services	BlackBerry Configuration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000236617	Peggy Duncan Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000236636	Sharon Peake Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236638	Rachel Gehring Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236662	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Eileen Dubach	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236684	Alexis Rodriguez Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Microsoft Excel Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39

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INC000000236685	Patricia Oneil-Smith Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low		TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.82 4.82
INC000000236691	Greg Chase Operations Production Control	None Christie Burnham	None Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236773	Patricia Oneil-Smith Application Support - UWORKS	Application Eric Strong	None Workforce Services	None Low		TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.41 8.41
INC000000236803	Heather Fidler Metro A Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	Utah Electronic Resource and E Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000236805	Pokhui H Walters Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low		TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.68 1.68
INC000000236807	Demetria Keele Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	Error Code Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.82
INC000000236816	Lara Rudloff Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.57
INC000000236821	Maria Torres Metro A Desktop Support	Application Rodney Austin	Error Workforce Services	Contributions Automated Tax S Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.82
INC000000236822	Janeal Dugmore Application Support - Content Manag	None Randall Ottesen	None Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.23
INC000000236823	Steven Smith Operations Production Control	None Duane Hardy	None Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236824	Karen Quackenbush Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Incident Workforce Services	None Low		TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.43 3.62
INC000000236825	Jackie Bryant Application Support - CUBS	Application Clay Peacock	Error Workforce Services	DWS Web Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
INC000000236829	Loraine Martin Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.61
INC000000236840	Scott J Clark Voice Operations	Telecom Annette Nielsen	Call/Receive Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21
INC000000236841	Carolyn Nay Rural Central Desktop Support	Application Paul Petersen	Error Workforce Services	Internet Explorer Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000236843	Veronica M Valadez Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Content Manager Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000236847	Scott J Clark Voice Operations	Telecom Annette Nielsen	Call/Receive Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20

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INC000000236854	Erlinda Anderson Metro A Desktop Support	PC/Laptop Mike Wilde	Error Workforce Services	Microsoft Windows XP Professi Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.65
INC000000236866	Debbie Olsen Metro D North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.64
INC000000236873	Matthew Jacobsen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell Messenger Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.60
INC000000236885	Darl Valdez Metro D North Desktop Support	Network Don Higgs	Password Workforce Services	Novell eDirectory Low	Closed TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000236888	Launi Milligan Application Support - APEX	Application Bonnie Snider	Error Workforce Services	DWS Web Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000236897	Gary Kimber Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.39
INC000000236898	Debbie Sheldon Metro D North Desktop Support	PC/Laptop Don Higgs	Error Workforce Services	Microsoft Windows XP Professi Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236924	Roberta Ivankovich Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsvilay	Queue Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000236930	Launi Milligan Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236947	Rowena York Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Resolved TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.00 5.00
INC000000236965	Gerald Gappmayer Rural South Desktop Support	Network Meladye Shively	Incident Workforce Services	None Medium	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.66
INC000000236967	Matthew Jacobsen Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Content Manager Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000236973	Kelley R Meredith Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236975	Troy Evans Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Windows XP Professi Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000236984	Selma Meono Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Microsoft Windows XP Professi Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000236987	Michael Fawks Metro A Desktop Support	Print/Copy/Scan/Fax Nancy Hachmeister	Error Code Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236993	Jill Navidomskis Metro A Desktop Support	PC/Laptop Rodney Austin	Hardware Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.56

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INC000000237013	Jean Richter	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237017	Mike Miller	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.10
INC000000237043	Darren Sheffer	Application	None	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.93
INC000000237051	Paula Bowen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237089	Julie Anderson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237095	Dana Parke	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000237102	Christina Gale	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237108	Matt Goms	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.35
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.89
INC000000237146	Launi Milligan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237152	Sariah Roberts	Network	Password	Microsoft Windows XP Professi		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.38
INC000000237155	Launi Milligan	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237156	JaNea Lund	Application	None	None		TIR Missed: Yes	TIR: 2.04
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.04
INC000000237162	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237168	Debbie Stavros	Telecom	IP	None		TIR Missed: No	TIR: 0.24
	Voice Operations	Pete Gall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.50
INC000000237183	Rachael Licciardone	Network	Error	None		TIR Missed: No	TIR: 0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.70
INC000000237201	Ashley Baker	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.26
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.41
INC000000237202	Mike Rice	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000237215	Eric Bates	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.72
INC000000237216	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237219	Roseanna Bills	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.15
INC000000237222	Kristen Floyd	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237236	Diane Pfeifer	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237254	Lon Bowen	Application	Reporting	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.15
INC000000237255	CindaLee Hall	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.13
INC000000237262	Keith Frank	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.43
INC000000237273	Nicole King	None	None	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.67
INC000000237283	Ashley Baker	Application	Error	None	TIR Missed: No	TIR: 0.22
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.55
INC000000237287	Joseph Knudson	Telecom	None	None	TIR Missed: No	TIR: 0.12
	Voice Operations	Annette Nielsen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.67
INC000000237290	Kelly Thorton	Network	None	None	TIR Missed: No	TIR: 0.80
	Network Operations	Dean Larsen	Workforce Services	Low Resolved	TTR Missed: Yes	TTR: 7.83
INC000000237328	Loraine Martin	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.28
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.28
INC000000237333	Connie I Fowler	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Kelly Warren	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237355	Pamela McIntyre	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237359	David Egan	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000237407	Denise Iverson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Jon Vanderwood	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000237431	Melissa McBride	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000237437	Cassandra Pickle	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.77	
INC000000237449	Tammy M Cole	Application	Error	None		TIR Missed: No	TIR: 0.26
Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.26	
INC000000237498	Tiffany Chojnowski	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.58	
INC000000237503	Cindy Bertagnolli	Application	Error	Kofax ImageControls		TIR Missed: No	TIR: 0.43
Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.43	
INC000000237534	Melissa Daymont	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000237535	Julie Lay	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000237576	Shunda Pope	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000237579	Ralph Laub	Application	Error	None		TIR Missed: Yes	TIR: 1.69
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.69	
INC000000237581	Carin Williams	Network	Performance	None		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000237586	Shunda Pope	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000237587	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00	
INC000000237611	Heidi Lemon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR: 1.13
Metro D North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.62	
INC000000237612	Penni Dehaan	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.40
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.23	
INC000000237615	Jennifer Faumuina	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.03
Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.23	
INC000000237616	Kevin Burt	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.04
Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.21	
INC000000237619	Bradley Carroll	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.16
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.35	

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INC000000237622	Debbie Sheldon	Application	Error	None		TIR Missed: No	TIR: 0.83
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.08
INC000000237632	Linda Wirtjes	Application	Error	None		TIR Missed: No	TIR: 0.10
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.42
INC000000237657	Patricia Torres	Network	Password	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.25
INC000000237678	Ingrid Alvarado-Hamilton	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000237680	Toni Thayn	Telecom	IP	Telephone		TIR Missed: No	TIR: 0.14
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.96
INC000000237685	Don Higgs	PC/Laptop	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237697	Debbie Lyberger	Application	Reporting	McAfee VirusScan Enterprise		TIR Missed: Yes	TIR: 1.10
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.13
INC000000237704	Linda Hansen	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237714	Marilyn Draper	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.02
INC000000237717	Remy Miller	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.00
INC000000237718	Leslie Minaya	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.98
INC000000237720	Jennifer Galloway	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.97
INC000000237721	Shallen Kimber	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.95
INC000000237722	Bret Lucas	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.93
INC000000237746	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.68
INC000000237780	Koral Vasquez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000237786	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000237822	Mary Cavanaugh Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000237829	Barbara Larsen Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	DWS Capture Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000237843	Debra Slotboom Metro A Help Desk	PC/Laptop Liz Evans	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000237913	Katie Hanway Rural South Desktop Support	PC/Laptop Meladye Shively	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000237929	Gregory Whittaker Rural Central Desktop Support	Network Troy Morris	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000238006	Jacqueline Gene Voice Operations	Telecom Annette Nielsen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 2.53
INC000000238022	Mike Asmussen Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238045	Randi Carter Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000238056	Leta Bailey Voice Operations	Telecom Kelly Johnson	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.11
INC000000238082	Denice Springer Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238084	Keith Frank Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238097	Mardee Thompson Metro B Help Desk	Application Val Shepherd	Password Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000238105	Cathy Maynard Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238109	Teri Nolen Voice Operations	Telecom Britany Finlay	Feature Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.62
INC000000238111	Julie Jensen Operations Production Control	Application Greg Shoop	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.25
INC000000238120	Sisi Spitzenberg Metro A Help Desk	Remote Connectivity Liz Evans	Error Workforce Services	Microsoft Terminal Server Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000238134	Chris Boyadjian Voice Operations	Telecom Britany Finlay	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.38

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INC000000238139	Candace Rockwell Metro D Help Desk	Print/Copy/Scan/Fax Doug Brown	Queue Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238142	Bill Starks Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238147	Helen Southworth Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238166	Jeana Bahr Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 0.55
INC000000238167	Leta Bailey Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238172	Terry Demille Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.47 1.47
INC000000238186	Marion Eckersley Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.80
INC000000238190	Jamie Ness Metro A Desktop Support	Network Wayne Higgs	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.35
INC000000238193	Scott A Stephens Voice Operations	Telecom Kelly Johnson	Feature Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000238215	Matthew Larson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238218	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000238223	Todd Jorgensen Voice Operations	Telecom Annette Nielsen	Hardware Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.05
INC000000238233	Shonie Barker Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000238254	Marion Eckersley Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.25
INC000000238257	Ryan Halstenrud Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000238260	Jana Kano Metro D North Desktop Support	Application Ruston McKay	Reporting Workforce Services	Adobe Reader Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.43 1.43
INC000000238310	Karen Shepherd Rural South Desktop Support	Application Julie Christensen	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.70

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INC000000238326	Cindy Bertagnolli	Application	None	None		TIR Missed: No	TIR: 0.05
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000238361	Nicole Chandler	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000238374	Jocelyn Griffin	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Richard Packer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.60
INC000000238378	Tamra Tyler	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000238403	Lynn Purdin	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000238404	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000238406	Colleen Johnson	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.99
INC000000238417	Kristen Bingham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000238420	Kristen Bingham	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000238436	Cindy Bertagnolli	Application	Reporting	Kofax ImageControls		TIR Missed: No	TIR: 0.02
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000238451	Jennifer Buonocore	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.64
INC000000238453	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000238492	Terresa L Graham	Remote Connectivity	Performance	Microsoft Terminal Server Client		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000238509	Samuel Hendricksen	Application	Error	None		TIR Missed: No	TIR: 0.30
	Application Support - UWOKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.30
INC000000238538	Nancy Galt	Telecom	Feature	None		TIR Missed: No	TIR: 0.49
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.49
INC000000238545	Lani Wilson-Klingsporn	Telecom	Dial Tone	None		TIR Missed: No	TIR: 0.29
	Voice Operations	Annette Nielsen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.29
INC000000238553	Merrill Black	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11

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INC000000238563	Vicki J Jensen	Application	Error	Utah Works		TIR Missed: Yes	TIR:	1.42
	Application Support - UWOKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.42
INC000000238565	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238577	Sandy L Jensen	Server	None	None		TIR Missed: Yes	TIR:	4.47
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.73
INC000000238581	Connie Dumas	Application	Password	ActiveX Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238597	Nate Talley	Application	Password	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238620	Karly Jessop	Application	Error	Content Manager		TIR Missed: No	TIR:	0.10
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000238627	Elizabeth Thorpe	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.29
INC000000238653	Barbara McElhinney	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238659	Tricia Fuhrman	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000238675	Keith Frank	PC/Laptop	Password	MicrosoftWindows Operating Sy		TIR Missed: Yes	TIR:	2.96
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.96
INC000000238677	Javier Hernandez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.57
INC000000238686	Lynette H Smith	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000238687	Audrey M Curtis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238689	Clayton Toone	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000238705	Keith Frank	Network	Password	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.05
INC000000238707	Nancy K Perkins	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.66
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.66
INC000000238733	Trudy Ellis	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000238734	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000238760	Connie Perry	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.33
INC000000238773	Karen Quackenbush	PC/Laptop	None	None		TIR Missed: Yes	TIR:	9.57
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	12.09
INC000000238774	Heidi Torres	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.23
INC000000238777	Karen Hess	Network	None	None		TIR Missed: No	TIR:	0.02
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000238790	Sarka Dever	Application	Error	None		TIR Missed: No	TIR:	0.53
	Application Support - EFIND	Laurie Meriwether	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	5.64
INC000000238827	Karen Quackenbush	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	8.98
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	11.48
INC000000238886	Jane Broadhead	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.28
INC000000238913	Joseph Knudson	Network	Performance	None		TIR Missed: No	TIR:	0.19
	Network Operations	Dave Bodily	Workforce Services	Medium	Resolved	TTR Missed: No	TTR:	0.19
INC000000239011	Tracie Williams	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.10
INC000000239018	Edna Sanchez	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR:	0.47
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.47
INC000000239024	Dana Martinez	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000239031	John Bowers	Application	Error	Utah Works		TIR Missed: Yes	TIR:	2.12
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.12
INC000000239038	Diane Nielsen	Telecom	Area Code	None		TIR Missed: No	TIR:	0.62
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.62
INC000000239080	Amy Barnes	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000239081	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.96
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.96
INC000000239092	Randilee Spencer	PC/Laptop	None	None		TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.66

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INC000000239093	Gabby Klawitter	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.64
INC000000239095	Kelly Thornton	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.47
INC000000239096	Sara Hudgins	Wireless Connectivity	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000239097	Pearl Le	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.62
INC000000239128	Wendy Rosenthal	Network	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000239130	Ryan P Thompson	Network	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000239145	Marta Polanco	Application	Error	Utah Works		TIR Missed: Yes	TIR: 9.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 9.99
INC000000239155	Molly Morehouse	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000239171	Raylyn Tucker	Application	Error	Kofax ImageControls		TIR Missed: No	TIR: 0.08
	Application Support - Content Management	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.16
INC000000239175	Colleen Johnson	PC/Laptop	Hardware	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000239176	Scott Johnson	Application	Reporting	Microsoft Windows XP Professional		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000239178	Dustin Townsend	Application	Reporting	Microsoft Windows XP Professional		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000239181	Juan Flores Esmenjaud	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000239186	Jolene Costigan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.10
INC000000239194	Kevin Burt	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000239213	Russell King	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000239216	Brent Fife	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000239235	Marge Rajski	None	None	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.11
INC000000239237	Ronda Kelly	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239245	Matthew Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239246	Kevin Burt	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239253	Arlene Beckstead	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
	Application Support - Content Mana	Nate Olson	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.52
INC000000239257	Marge Rajski	Network	Error	None	TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.04
INC000000239276	Judianne Collins	Network	Password	IManager	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.04
INC000000239288	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239296	Laurie Ocobock	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.52
INC000000239300	Lincoln Hansen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.53
INC000000239319	Maritza Rojas-Erickson	Application	Error	Content Manager - Centralized I	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.13
INC000000239322	Kaylee Ashdown	Application	Error	Kofax ImageControls	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239363	Nicole Steele	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239371	Jolene Costigan	None	None	None	TIR Missed: Yes	TIR: 3.57
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 3.57
INC000000239386	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000239399	Marc Wilson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.02
INC000000239410	Sheila Belnap	None	None	None	TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.33

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INC000000239432	Paul Birkbeck	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.79
INC000000239453	Jaylyn Hatch	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239472	Theresa R Wheatley	Application	Error	Content Manager		TIR Missed: Yes	TIR:	1.23
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.98
INC000000239505	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239511	Stacy Anderson	Application	Error	Utah Works Web Site		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.27
INC000000239519	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239550	Maritza Rojas-Erickson	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00